

Telephone use and hearing aids

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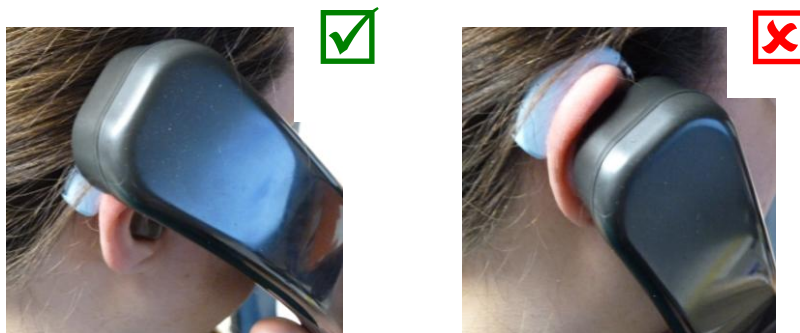
This leaflet is for people who want to learn to use a telephone with their hearing aid(s). It provides a few practical tips to hear better on the telephone.

Using the telephone can be quite difficult if you have a hearing impairment, as you must rely only on what you can hear, where usually in face-to-face conversation you would be able to use visual cues such as lip-reading for assistance.

Below are a few suggestions of ways to make the best use of your hearing and hearing aids whilst using the telephone:

Tips to Make Using the Telephone Easier

- Firstly, make sure you are positioning the telephone correctly. The receiver should be placed close to the top of the hearing aid, as this is where the microphone is located. You may need a friend or family member to call you so that you can ensure the telephone is in the correct position. Take a look at the pictures below for guidance as to the correct positioning:



- If the person is speaking too quickly, ask them to slow down and speak more clearly. As you may know asking them to speak more loudly will not necessarily make them easier to hear.
- Don't be afraid to ask the person on the other end to repeat something or use shorter sentences if you did not hear what they said.
- Repeating back the key points of the conversation such as a name, number, time or location, will ensure you have heard the important parts of the conversation correctly.

Telephone Programs for your Hearing Aid

If you have a moderate or severe hearing loss you may find the normal conversation program on your hearing aid is not clear enough. Your audiologist may need to add an additional telephone program, and this may be either an acoustic program or by using the Telecoil/Loop (T) program.

- Before you answer the phone you should switch your hearing aid to the telephone program, your audiologist will tell you what number your telephone program is and how to do this.
- Some landline telephones have a Telecoil (T) available. Please refer to the user manual to find out if your telephone has this feature. If it does you should then switch your hearing aid to the 'T' program.
- If your telephone does not have a Telecoil (T) you will need an acoustic telephone program.
- You may still need to ask the caller to speak slowly and clearly.

If these steps do not work

- For further advice and assistance on positioning the telephone, you can either book a repair appointment or drop in to the Friday walk-in clinic. See our Repairs Page for more details of how to arrange this.
- If you feel you are positioning the telephone correctly but are not hearing clearly you may need to purchase a telephone designed for people with a hearing impairment.

Telephones Designed for People with Hearing Impairment:

There are several different types of assistive devices for the telephone.

- You can get a portable telecoil (T) amplifier, which fits over your existing receiver of your telephone.
- There are amplifiers, which plug into your existing telephone, allowing you to manually adjust the volume level.
- There are a range of telephones that are designed for use by people with hearing impairment; many have in-built telecoil systems and amplifiers.

These telephones and amplifiers can be purchased from Action for Hearing Loss (formerly known as the RNID) or Connevans; if you are interested in these options you can pick up a catalogue from the Audiology department or visit their websites.

If you have any questions about the information in this leaflet, you can contact:

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August 2012
Review August 2015